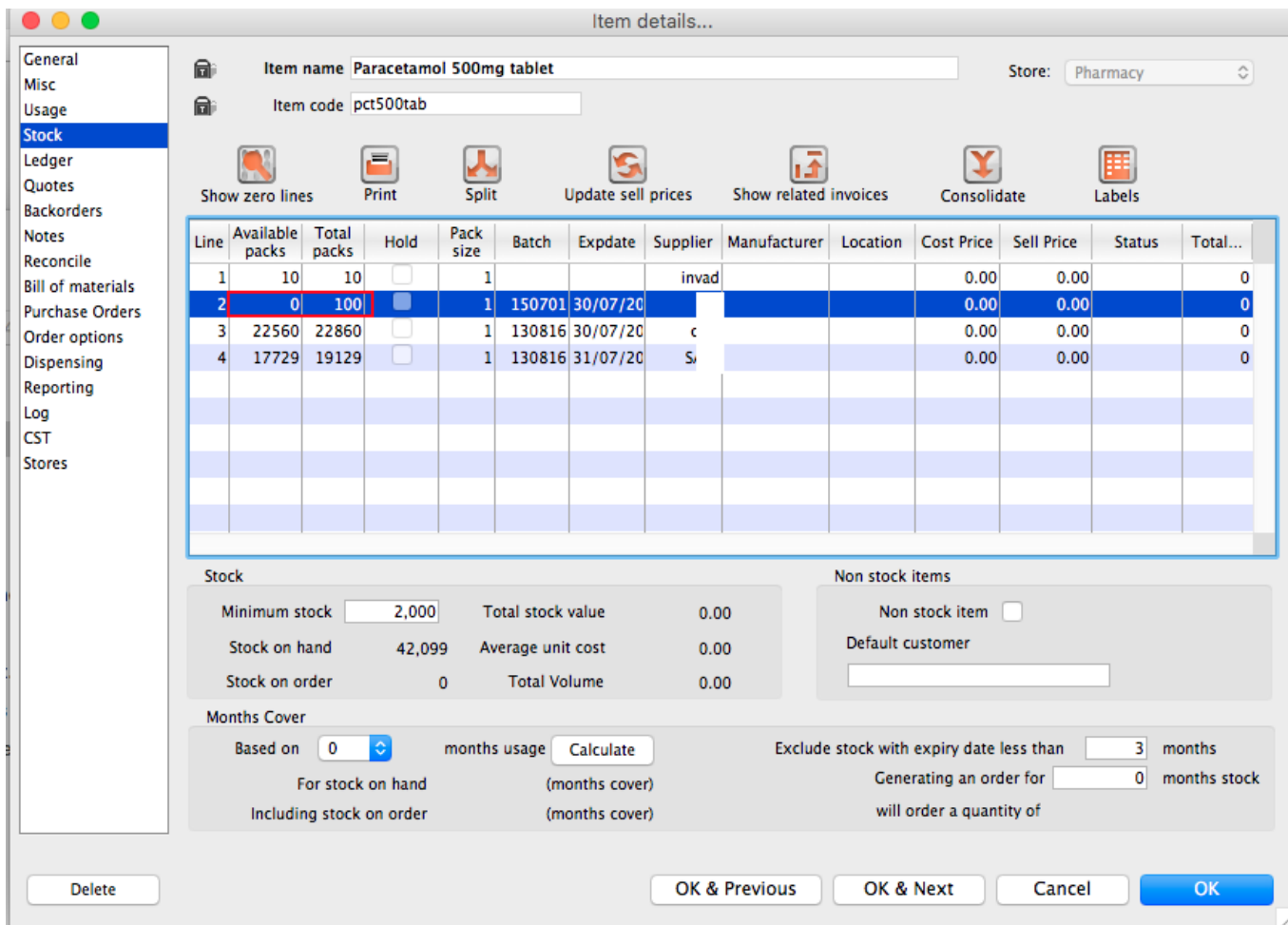


# 24.04. How to remove stock lines that have '0' available

Occasionally users will come across stock lines in mSupply that cannot be removed easily. It almost like you have stock but you cannot carry our stock take or inventory adjustment to reduce the stock level to zero.

Below are two examples :



Above we have Paracetamol 500mg where for the highlighted batch ( red square ) we have a total of 100 but available is 0. This means that 100 in stock but all of this has be reserved for a customer.

Below is another example :

Item details...

Item name: Amoxicillin 250mg Capsules Store: Pharmacy

Item code: amoxy250cap

Show zero lines Print Split Update sell prices Show related invoices Consolidate Labels

Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total...
1	42	92	<input type="checkbox"/>	1	KM3665	30/09/20				0.05	0.03		0

Stock

Minimum stock: 5000 Total stock value: 4.60

Stock on hand: 92 Average unit cost: 0.05

Stock on order: 0 Total Volume: 0.00

Non stock items

Non stock item:

Default customer:

Months Cover

Based on: 0 months usage Calculate

Exclude stock with expiry date less than: 3 months

For stock on hand (months cover)

Including stock on order (months cover)

Generating an order for: 0 months stock will order a quantity of

Delete OK & Previous OK & Next Cancel OK

For Amoxicillin 250mg we have 92 in total and 42 available. This means that we have  $92 - 42 = 50$  reserved for customers.

## Handling reserved stock

Customer invoices that are of status “nw” or “sg” will end up reserving stock. This theoretically means that you have the stock but it cannot be used as it has been reserved by the invoices.

You as a manager will be required to view the “nw” and “sg” invoices and decide if they are still valid or not. If the invoices are valid then you should **“confirm”** them if not they can be deleted.

So search for customer or prescription that are of “nw” status. Follow the image below. Do customer > Show invoices... or patient > Show Prescriptions...

The screenshot shows a 'Find transaction...' dialog box. At the top, there is a dropdown menu set to 'customer invoices'. Below it is a text input field containing '15' followed by the text 'most recent transactions, or:'. A red rectangular box highlights the search criteria section, which consists of three dropdown menus: 'status', 'equals', and 'nw'. At the bottom of the dialog, there are three buttons: 'Complex Find', 'Cancel', and 'Find'.

Search for "Status" equal to "nw" as above. If the "nw" invoices exist, then you will be shown a list. Double click to review. Delete if the invoice is not valid otherwise **"Confirm"**.

 "nw" invoices will exist in the database if you have suffered un-expected hardware or network communication failure.

Now repeat similar for "sg" type invoices :

The screenshot shows a 'Find transaction...' dialog box. At the top, there is a dropdown menu set to 'customer invoices'. Below it is a text input field containing '15' followed by the text 'most recent transactions, or:'. A red rectangular box highlights the search criteria section, which consists of three dropdown menus: 'status', 'equals', and 'sg'. Below the search criteria is a checkbox labeled 'Use list view if one entry found'. At the bottom of the dialog, there are three buttons: 'Complex Find', 'Cancel', and 'Find'.

 "sg" invoices are part of the warehouse functions. You may have simply forgotten about these invoice or the customer lost interest in the order.

Your search for "nw" or "sg" invoice may result is the list below.

Types	Name	Type	St...	Entered	Confirmed	Innum	Total	Their ref	PS printed dt.	Comment	Exp btch
Customer Invoices	NUR	nts	ci sg	02/12/2015		129747	0				0
Supplier Invoices	NAN	TRE	ci sg	07/01/2016		131104	40				0
Inventory adjustments	NUR	nts	ci sg	20/05/2016		138199	0.2				0
Supplier credits	NUR	nts	ci sg	14/06/2016		139327	0				0
Customer credits	OUT	T	ci sg	12/09/2016		143994	0				0
Builds	NUR	nts	ci sg	23/08/2016		143002	15.3				0
Repacks	ER 2		ci sg	12/09/2016		143996	6.56				0
Find...	NUR	nts	ci sg	03/10/2016		144847	6.72				0
By date	NAN	tE	ci sg	05/10/2016		144848	0		05/10/2016		0
By Status	NUR	nts	ci sg	06/12/2016		147791	0				0
My transactions	OUT	T	ci sg	07/12/2016		147911	0				0
My custom filters	NUR	nts	ci sg	05/01/2017		148911	0				0
	NUR	nts	ci sg	09/01/2017		148992	0				0
	NUR	nts	ci sg	09/01/2017		149001	0				0
	NUR	nts	ci sg	13/01/2017		149242	0			Weekend Imprest	0
	NUR	nts	ci sg	15/01/2017		149248	0				0
	NUR	nts	ci sg	01/02/2017		150145	37.8				0

Note the highlighted "Status" column

Your job is now to review each invoice and to either "confirm" them or to delete them. These invoices may no longer be valid, you have to decide on this.

## Confirming an invoice

Just in case, if you don't know this, then this is how you confirm the invoice.



Note the status detail. We want this to show "cn" and not "nw" or "sg" Hit the "confirm" truck.

For prescription, you won't see the "confirm" truck, simply review and click "OK" to close the prescription and mSupply will automatically confirm. For prescription, you will be facing "nw" invoices.

## The result

Once all the "sg" and "nw" invoices are processed, then your stock figures should update and they shouldn't be any stock that has been held as reserve.

Below the images should speak for themselves. Please compare the image below with the ones above at the start of this topic.

Paracetamol 500mg :

Item details...

Item name: Paracetamol 500mg tablet Store: Pharmacy

Item code: pct500tab

Show zero lines Print Split Update sell prices Show related invoices Consolidate Labels

Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total...
1	10	10	<input type="checkbox"/>	1			in			0.00	0.00		0
2	22560	22560	<input type="checkbox"/>	1	130816	30/07/20				0.00	0.00		0
3	17729	17729	<input type="checkbox"/>	1	130816	31/07/20	S			0.00	0.00		0

Stock

Minimum stock: 2000 Total stock value: 0.00

Stock on hand: 40,299 Average unit cost: 0.00

Stock on order: 0 Total Volume: 0.00

Non stock items

Non stock item:

Default customer:

Months Cover

Based on: 0 months usage Calculate

Exclude stock with expiry date less than: 3 months

For stock on hand (months cover)

Including stock on order (months cover)

Generating an order for: 0 months stock will order a quantity of

Delete OK & Previous OK & Next Cancel OK

Amoxicillin 250mg :

Item details...

General  
Misc  
Usage  
**Stock**  
Ledger  
Quotes  
Backorders  
Notes  
Reconcile  
Bill of materials  
Purchase Orders  
Order options  
Dispensing  
Reporting  
Log  
CST  
Stores

Item name: Amoxicillin 250mg Capsules      Store: Pharmacy

Item code: amoxy250cap

Show zero lines    Print    Split    Update sell prices    Show related invoices    Consolidate    Labels

Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total...
1	42	42	<input type="checkbox"/>	1	KM3665	30/09/20				0.05	0.03		0

Stock

Minimum stock: 5000      Total stock value: 2.10

Stock on hand: 42      Average unit cost: 0.05

Stock on order: 0      Total Volume: 0.00

Non stock items

Non stock item:

Default customer:

Months Cover

Based on: 0 months usage      Calculate

Exclude stock with expiry date less than: 3 months

For stock on hand (months cover)

Including stock on order (months cover)

Generating an order for: 0 months stock will order a quantity of

Delete      OK & Previous      OK & Next      Cancel      OK

Previous: [Why Is My Stock Balance Showing Negative?](#) Next: [FAQ: How to Correct Wrong Pack Sizes](#)

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